

Bowburn Medical Centre

Inspection report

Bow Street
Bowburn
Durham
County Durham
DH6 5AL
Tel: 0191 3772495
www.bowburnmedicalcentre.co.uk

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Bowburn Medical Centre on 4 April 2019 as part of our inspection programme (previous ratings July 2017 – inadequate, March 2018 – requires improvement).

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Undertake the planned clinical audits in line with the practice's audit programme.
- Develop a system for recording and reviewing verbal complaints.
- Continue to act on patient feedback in relation to access to appointments; take steps to publicise the options that patients have when booking appointments and the results of the ongoing appointment audit.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Bowburn Medical Centre

Bowburn Medical Centre provides care and treatment to around 4,100 patients in the town of Bowburn, County Durham. The practice is part of North Durham clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice provides services from the following address, which we visited during this inspection:

- Bow Street, Bowburn, Durham, DH6 5AL

The surgery is located in a purpose built single storey building. There is on-site parking, accessible parking, an accessible WC, wheelchair and step-free access.

Opening hours are between 8.30am and 1pm then 2pm to 6pm Monday, Tuesday, Wednesday and Friday then between 8.30am and 1pm on Thursdays. The practice has a contract with the local CCG to provide cover from 6pm. Patients can book appointments in person, on-line or by telephone.

A GP is available every Thursday afternoon until 6pm. Telephone calls are answered throughout the day, until 6pm each week day. At all other times an answer machine message directs patients to the NHS 111 service.

The practice is part of a local hub which provides extended opening hours for patients; appointments are available Monday to Friday between 6.30pm and 8.45pm and Saturdays and Sundays from 8am to 6pm.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and County Durham and Darlington NHS Foundation Trust.

The practice has:

- two GP partners (both male), although only one is active in the practice,
- one salaried GP (female),
- one nurse practitioner and one specialist nurse (both female),
- one practice nurse (female),
- a healthcare assistant,
- a practice manager,
- an operations manager, and
- four staff who carry out reception and administrative duties.

On 1 April 2019, two additional partners from a corporate provider, Intrahealth, joined the partnership. The two

current partners will remain working at the practice, in effect as salaried GPs, and Intrahealth will implement their governance structures over the forthcoming months.

The practice has a higher than average proportion of patients under the age of 18 (23% compared to the CCG average of 18.8% and the national average of 20.7%) and

a lower number of patients over the age of 65 (13.4% compared to the CCG average of 20% and the national average of 17.3%). Information taken from Public Health England placed the area in which the practice is located in the fifth less deprived decile. In general, people living in more deprived areas tend to have greater need for health services.